BT

SIEMENS

**d i g i t a l l y
e n h a n c e d**

Diverse 2010

Digital Cordless Telephone

User guide

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

Check that your Diverse 2010 is complete.
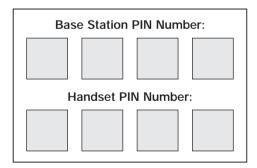**When you unpack you should have:**

• Diverse 2010 base station.
• Diverse 2010 handset.
• Power adaptor.
• Handset belt clip.
• Two nickel cadmium (Ni-Cad)
  rechargeable batteries.
• Telephone line cord.

If anything is missing, please contact your place of purchase immediately.

For your records:

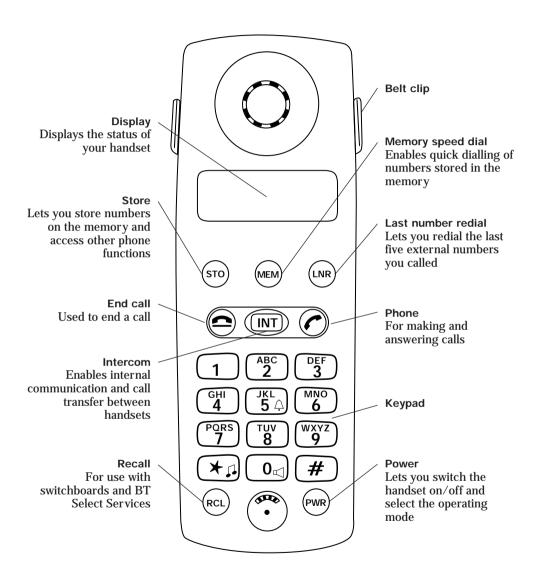| |
|---|
| Date of purchase: |
| Place of purchase: |
| Serial number:
(on the underside of the telephone base station) |
| Purchase price: |

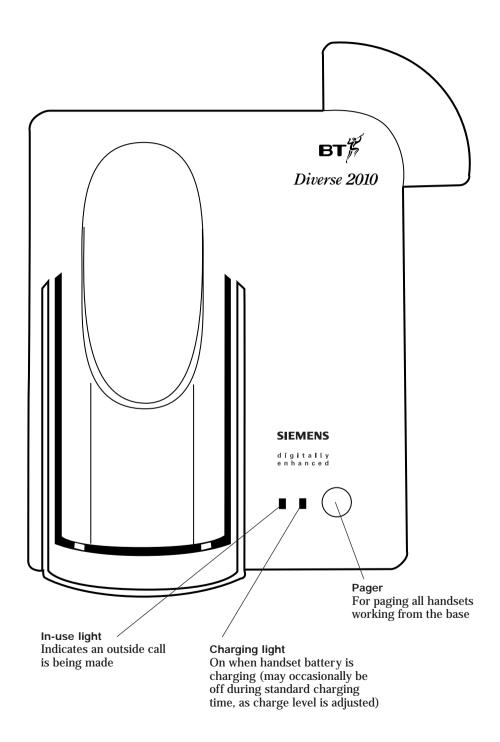For warranty purposes, proof of purchase is required, so please keep your receipt.

Base Station PIN Number:

Handset PIN Number:

See page 16 for more information about your handset PIN.

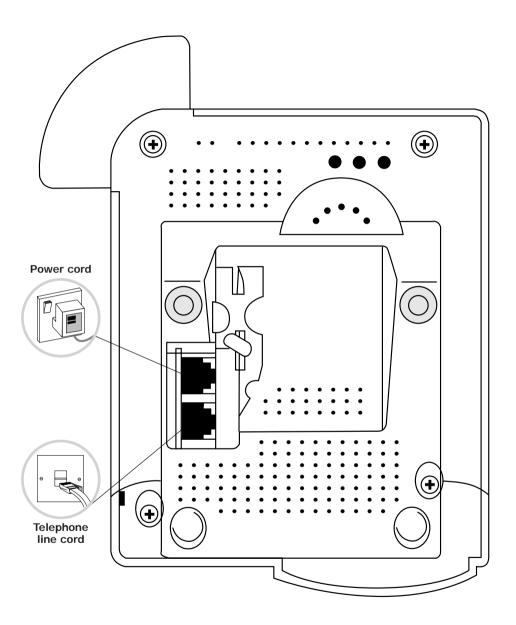*Please open this page for an 'At a glance'*
guide to your Diverse 2010.

At a glance

Belt clip

Display
Displays the status of
your handset

Memory speed dial
Enables quick dialling of
numbers stored in the
memory

Store
Lets you store numbers
on the memory and
access other phone
functions

Last number redial
Lets you redial the last
five external numbers
you called

STO   MEM   LNR

End call
Used to end a call

INT

Phone
For making and
answering calls

Intercom
Enables internal
communication and call
transfer between
handsets

1	ABC 2	DEF 3
GHI 4	JKL 5	MNO 6
PQRS 7	TUV 8	WXYZ 9
★	0	#

Keypad

Recall
For use with
switchboards and BT
Select Services

RCL   PWR

Power
Lets you switch the
handset on/off and
select the operating
mode

BT

Diverse 2010

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e n h a n c e d

In-use light
Indicates an outside call
is being made

Charging light
On when handset battery is
charging (may occasionally be
off during standard charging
time, as charge level is adjusted)

Pager
For paging all handsets
working from the base

Base station underside view

Power cord

Telephone
line cord

In this guide

Hints and tips boxes
*In this user guide, we've included helpful
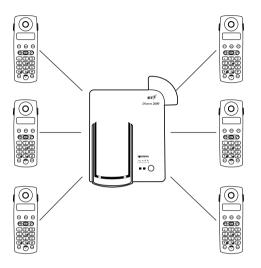tips and important notes. They are shown
in a grey box.*

Introducing the Diverse 2010

Please read the instructions carefully before use and retain this user guide for future reference.

Building up a phone system

You can use up to six handsets on each Diverse base station, up to four base stations can be used with each Diverse handset to build up a comprehensive and easy to use cordless telephone system. Also available are additional chargers, to allow you to maintain the charge of your handset other than at the base station, and an Executive handset with advanced operational features. Although this user guide applies to both single and multiple handset systems, some functions described in this guide apply only to Diverse 2010 phones with more than one handset connected.

As this product is rechargeable, it is normal that a certain amount of heat will be produced in its day-to-day operation. Whilst this is entirely safe we would advise against placing this product on antique, veneered or wooden surfaces as damage may occur.

Setting up

Follow these steps to get your Diverse 2010 ready for use.

Warning

1   For the handset use only approved nickel-cadmium (NiCad) rechargeable batteries. Never use other batteries or conventional alkaline batteries. They could lead to a short circuit or destroy the battery casing. Recommended batteries should have a power rating of 600m Ah 1.2V. Batteries are available from the **Diverse Helpline 0345 908070**. For the back-up box use only alkaline non rechargeable leak proof batteries.

2   Do not try to use any power supply except the one provided, otherwise you may permanently damage your Diverse 2010. It will also result in non-compliance with EN41003:1993, and will invalidate the approval given to this apparatus.

3   There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug your Diverse from the mains power and telephone line socket during storms.

4   If you wear a hearing aid, please note that the Diverse 2010 works by sending radio signals between the base station and handset. These signals can interfere with hearing aids, causing a humming noise.

5   Diverse 2010 can interfere with other electrical equipment such as answering machines, TV and radio sets, clock radio/alarms and computers if placed too close. You are recommended to place your Diverse 2010 at least one metre away from such appliances to avoid any risk of interference.

6   Working range is dependant on local environment ie buildings, trees etc. It is possible that the Diverse's 2010 range may be affected by being near bodies of water such as ponds, lakes, the sea.

7   Do not submerge any part of the phone, base station or batteries in water or use in a damp environment, such as a bathroom.

8   Do not expose to fire.

9   The handset may not be operated in rooms with explosive hazards.

10 Make sure you connect the power and telephone lines to the correct sockets in the base station.

11 Do not dispose of used batteries in the normal household rubbish.

12 Only the plug-in power supply unit supplied (details on the underside of the base station) may be used.

General cleaning

Simply clean the handset and base station with a damp (not wet) cloth or antistatic wipe. Never use a dry cloth as this may cause a static shock. Never spray cleaning fluid directly onto the telephone.
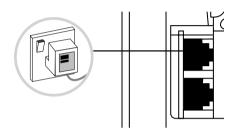
Approved rechargeable batteries

Nickel-cadmium
Saft RC6
Panasonic P-60 AA/1P
Philips R6 NC-P
UCAR RC 6
DAIMON ACCU 1000
Varta Accu Plus Ni-Cad 1.2V No. 5006
Sanyo N-3U
Energizer Eveready RC 6
GP60 AA KC
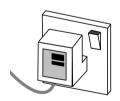
1. Connect the power cable.

Plug the power cable into the power socket on the underside of your Diverse 2010. Take care that the telephone line cord and power cable plugs are connected to the correct sockets. Incorrect placement could damage the station.
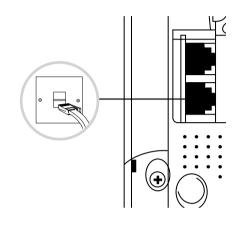

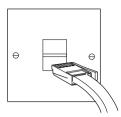## 2. Plug the 3 pin adaptor into a mains power socket and switch on.

3. Connect the telephone line cord to the Diverse 2010 base station.

Ensure that this is fitted correctly into the right socket.

4 Plug your Diverse 2010 into the phone socket

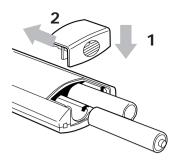

If you do not have a modern phone socket, call **Free***fone 0800* **800 150** and ask for a BT engineer to come and fit the correct socket. This is a chargeable service.

WARNING
It is recommended that the line cord is not connected until the handset is fully charged. This will prevent the risk of the phone being answered prior to the batteries being fully charged and therefore not achieving their optimum capacity.

5 Install the rechargeable batteries in the handset

The handset uses the two AA size nickel cadmium (NiCad) batteries, which are supplied. To install them, insert the batteries as indicated on the label inside the battery compartment and slide the battery compartment cover shut.
The battery compartment cover may be found in the packaging with the batteries.
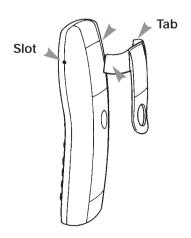
Important
When replacing batteries always use good quality nickel cadmium (NiCad) rechargeable AA types with at least 600mAh capacity in order to achieve the specified operating time. Never use other batteries or conventional alkaline batteries. They could result in a short circuit or destroy the battery casing. Recommended rechargeable batteries are available from the **Diverse Helpline 0345 908070** and the BT Shop.

6 Fit the handset Belt clip

Fit the belt clip onto the back of the handset.

7. Charge the handset batteries for at least 16 hours.

Place the handset on the base. The handset can be charged face up or down. Make sure that the contacts on the bottom end of the handset are touching both charging contacts.

When the handset batteries are charging, the green **CHARGING** light comes on – it goes off when the battery is fully charged. It will come on again occasionally to indicate that the battery is being topped up.

When the handset battery has been charged for 16 hours, the Diverse 2010 is ready to use.

Battery performance
After charging your Diverse 2010 for the first time, subsequent charging time for the handset batteries is approximately 4-5 hours. Batteries and case may become warm during charging. This is normal and not dangerous.

Under ideal conditions, the handset batteries should give about 7 hours talktime or 60 hours standby on a single charge (both standby and talk time is reduced for the Diverse 2000 Executive Handset to approximately 50 hours standby and 6 hours talktime). However, new NiCad batteries do not reach their full capacity until they have been in normal use for several days.

Please note that the lifespan of NiCad rechargeable batteries depends on how heavily they are used. However, over time, their capacity to recharge will begin to diminish and they will eventually need replacing.

Battery low warning
An LCD on the handset display shows the current charging level. When the batteries are almost flat a beep sounds and the display shows the empty battery symbol. Displays showing that charging is in progress are listed below:

Batteries fully charged

Batteries at 66%

Batteries at 33%

Batteries empty

Getting the most out of your batteries
Avoid replacing the handset on the base station between calls. It is best to keep the handset off the base for a few hours at a time.

If the ⏻ symbol flashes *continuously, it means the handset is either out of range or is not registered with the base station. To register, follow the steps on page 26. All additional handsets you purchase will need to be individually registered with the base station before they will work with the Diverse 2010.*

The ⏻ symbol may also flash after a power failure. Provided the handset has been registered with the base, the ⏻ symbol will stop flashing after a while indicating the handset has automatically re-registered to the base station. If it continues to flash, re-register the handset to the base station.

Please note: *If you go out of range of a base station for a long time while your handset is switched ON, it may take more than 20 minutes to 'find' the base station again when you come back within range. However, by simply switching the handset OFF for a moment, then ON again, it will find the base station within a few seconds.*
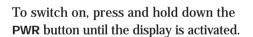
Using your Diverse 2010

On/Off and Protected modes

The handset can be set to one of three different modes. Your handset's display will indicate which mode it is currently in, as shown below.

OFF

Phone calls cannot be made and the handset does not respond to incoming calls. Nothing is shown on the display.

To switch on, press and hold down the **PWR** button until the display is activated.

ON

You can make and receive calls.

To switch off, press and hold down the **PWR** button until the display goes blank.

PROTECTED

The setting stops you accidentally operating the handset's keypad when carrying it around. You can still receive incoming calls but you cannot make outgoing calls.

To switch to PROTECTED when the handset is ON

- Press and release the **PWR** button.

If the handset is beyond radio distance of the base station, the ⏻ symbol flashes. You cannot make or receive calls until the handset is brought back within range. The ⏻ symbol also flashes for a while after power-up until the handset automatically registers to the base.

- Press and release the **PWR** button again to switch off protected mode.

Making and receiving calls

To make an external call
Ensure the handset is switched ON.

• Press the **PHONE** button. You will hear the dial tone. The 'In Use' light on the base station comes on.

• Dial the number. The phone calls the number and the display shows the number you have dialled.

Alternatively, you can enter the phone number you want first, check that it is correct, and then press the **PHONE** button to dial.

> *If another handset is already being used to make an external call, your handset will display '—' flashing and you will hear the internal 'busy' signal.*

To end a call

• Press the **END CALL** button.
Or
• Place the handset back on the base station.

To receive an external call
When the phone rings the display flashes *EXT*.

• Press the **PHONE** button on the handset and speak.

Or
• If the handset is on the base station or charging station, simply lift it up and speak. You do not need to press the **PHONE** button.
• At the end of the call, either press the **END CALL** button or replace the handset on the base station.

To redial the last external number

• Press the **PHONE** button.
• Press the **LNR** button. The last external number you called will be redialled automatically.
• Press the **END CALL** button at the end of your call, or replace the handset on the box.

To redial any of the last 5 external numbers

• Press and release the **LNR** button until the number you want is displayed.
• Press the **PHONE** button to dial.
• To end the call, press the **END CALL** button or replace the handset on the base.

Call timer
Your Diverse 2010 automatically times the duration of all external calls. The handset display shows the call duration both during your call and for a few seconds after it is completed.

Making and transferring calls between handsets

If you have multiple handsets registered with the base, the Diverse 2010 enables two handsets to talk to each other on an internal 'intercom' call, while a third handset can be on an external call.

To page a handset from the base station
To locate handsets that are away from the base station.

- Press the **GREY** button on the base. All handsets registered with the base will ring for 30 seconds.
- To stop paging press the **GREY** button again.

Or

- Press the **PHONE** button on the handset.

If you have additional handsets, you can make internal intercom calls between the handsets.

To make an internal intercom call to another handset

- Press the **INT** button. Display shows your handset number.
- Enter the number of the handset you want to call. The handset will ring.
- To end the call, press the **END CALL** button, or replace the handset on the base.

To receive an internal call

- When the handset rings, the display flashes *INT* plus the number of the handset calling you, – *2* in this example.
- Either press the **PHONE** button, or simply lift the handset off the base station to receive the call.

To make an internal call to all handsets
You can call all handsets registered to a base station simultaneously.

- Press the **INT** button. Display shows your handset number.
- Press the ✱ button. All handsets will ring. The first handset to answer will take the call.
- To end the call, press the **PHONE** button or replace handset on the base.

If all available handsets are engaged on an internal call and an external call arrives, a 'call waiting' signal is given. To take the call, either replace the handset on the base, or press **END CALL.** *You can accept the new call when you hear the phone ring.*

To put an outside caller on hold and speak to another internal handset

(INT) 1 MNO 6 (RCL)

- Press the **INT** button. You hear the internal dial tone and your outside caller is put on hold. Your caller will hear 'music on-hold'.
- Press the handset number you want, **1-6**. When the handset answers, you can talk without your outside caller hearing.
- Press the **RCL** button to end the internal call and speak to your outside caller.

To transfer an external call between handsets

If you are in a conversation with an outside caller and want to transfer the call to another handset.

(INT) (RCL) (☎)

- Press the **INT** button. Display shows *EXT INT* plus your handset number. The caller hears a tune.
- Enter the number of the handset to which you wish to transfer the call. When the handset is answered, you can talk to the other handset without the outside caller hearing.
- To reconnect to your outside caller: Press the **RCL** button.

Or

- To transfer the call press the **END CALL** button, or replace your handset on its base.

Quick call transfer
After dialling the other handset, you can immediately press the **END CALL** *button, or replace the handset on the base and the call will be transferred straight through. If the other handset is already engaged, or does not answer the call within 30 seconds, the call will be returned to your handset.*

Please note: *If you go out of range of a base station for a long time while your handset is switched ON, it may take more than 20 minutes to 'find' the base station again when you come back within range. However, by simply switching the handset OFF for a moment, then ON again, it will find the base station within a few seconds.*

Using the memory to store and dial numbers

Your Diverse 2010 handset can store 10 phone numbers, each up to 22 digits long, which can then be speed dialled. Stored numbers can include settings made with the **RCL**, ✷ and **#** buttons. You can also enter a 'pause' (see page 24, *'Using your Diverse 2010 with a switchboard'*).

To store a number
The handset power must be ON.

(STO) *(MEM)* *(0-9)*

- Press the **STO** button.
- Press the **MEM** button.
- Press a digit from **0-9**. This selects the memory location under which the number is stored. Display shows the memory location you have chosen.
- Enter the number you want stored. Display shows the number.
- Press the **STO** button to confirm the number.

Storing a new number in memory automatically overwrites any previous number stored in that location.

If the memory location is empty, the display shows ≡. If there is another number stored already, that number will be displayed. If you do not want to change it, press the **STO** *button to confirm the number.*

To speed dial a number stored on the memory

(PHONE) *(MEM)*

- Press the **PHONE** button. You will hear the dial tone.
- Press and release the **MEM** button twice. The memory one digit will be displayed, along with its stored phone number.
- Continue to press and release the **MEM** button to scroll through the memories
- On reaching the number you want, press the memory location number on the keypad and the number is dialled automatically.

Or,
to save scrolling through stored numbers:
- Press the **MEM** button followed by the memory location number. Display shows the number, which is dialled automatically.

Speed dial numbers are not included in the last number redial function.

To clear all the numbers stored on a handset's memory

(STO) *(TUV 8)* *(ABC 2)*

- Press the **STO** button.
- Press **8** and **2** buttons on the keypad. Display shows *8—— 2*.
- Enter the handset's PIN number. (Standard setting is *0000*.) Each digit entered erases one dash on the display.
- Press **STO** button. All stored numbers are cleared.

If you are experiencing problems, please call the Diverse Helpline on **0345 908070**.

Additional features

Your Diverse 2010 has many useful features which can be programmed to best suit the way you wish to use your phone.

1. Setting to Tone or Pulse dialling

Your Diverse 2010 is pre-set to TONE dialling – you will hear a tone beep each time you dial a number. Tone dialling is suitable for all modern digital exchanges. If you cannot make a call with TONE dialling, you may need to switch to PULSE dialling.

To set PULSE dialling

(STO) (#) (1) (LNR) (0) (DEF 3) (DEF 3)

- Press the **STO** button then the **#** button.

- Press the **1** button.
- Enter the current system code. (Standard setting *0000*.)
- Press the **LNR** button.
- Press the buttons **0**, **3**, **3**.
- Press the **STO** button to set pulse dialling.

To re-set to TONE dialling

(STO) (#) (1) (LNR) (0) (DEF 3) (PQRS 7)

- Press the **STO** button then the **#** button.
- Press the **1** button.
- Enter the current system code. (Standard setting *0000*.)
- Press the **LNR** button.
- Press the buttons **0**, **3**, **7**.
- Press the **STO** button to set tone dialling.

To set Time Break Recall with Tone dialling

(STO) (#) (1) (LNR) (0) (DEF 3) (PQRS 7)

- Press the **STO** button.
- Press the **#** button.
- Press the **1** button.
- Enter the current system code. (Standard setting *0000*.)
- Press the **LNR** button.
- Press the buttons **0**, **3**, **7**.
- Press the **STO** button.

To set to Earth Recall with Tone dialling

(STO) (#) (1) (LNR) (0) (DEF 3) (MNO 6)

- Press the **STO** button.
- Press the **#** button.
- Press the **1** button.
- Enter the current system code. (Standard setting *0000*.)
- Press the **LNR** button.
- Press the buttons **0**, **3**, **6**.
- Press the **STO** button.

2. Security code and handset PIN

As a digital phone system, your Diverse 2010 provides excellent security against others 'listening in' to your calls. You can also prevent unauthorised use of the handset(s). To do this you need to know the system code, which you can change if you wish.

The standard setting for both the system code and handset PIN is 0000. If you do not wish to change either, you can use this number for all code and PIN related functions. Please be aware that anyone with access to the system code (and this user guide) has the potential to change system settings.

If you change your handset PIN, keep a record of the new number in the box provided at the front of this user guide.

To change a system code for the Diverse 2010 base station
This protects your settings and helps prevent unauthorised handsets using your system.

The standard setting for the system code is 0000. You can change this to any 4-digit number.

Handset power must be switched to ON and you must be in range of the base station.

(STO) (#) (TUV 8) (★♪)

- Press the **STO** button then the **#** button.
- Press **8** on the keypad.
- Press the **★** button.

- Enter the current system code.
  (Standard setting is *0000*.)
- Enter the 4-digit code you want.
- Confirm the code by entering it again.
- Press the **STO** button. The code is now entered.

To set or change the handset PIN (personal identification number)
The PIN on your handset protects information, such as numbers stored on the memory, from unauthorised access.

A handset PIN is necessary in order to:

– reset the speed dial memory
– reset to the original settings.

Handset power must be switched to ON.

(STO) (TUV 8) (WXYZ 9)

- Press the **STO** button.
- Press '**8**' and then '**9**' on the keypad.
- Enter the current PIN.
  (Standard setting is *0000*.)
- Enter the 4-digit PIN you want.
- Confirm the PIN by entering it again.
- Press the **STO** button. The PIN is now entered.

Caution
Do not forget your system code or handset PIN. Special, expert help is required if you forget the system code. Please contact the Diverse Helpline on 0345 908070. Calls are charged at local rates. You may write down the system code and your handset PIN in the space provided in the front of this book. Note that these numbers should be kept safe.

3. Adjusting volumes and tones

It is possible to set and adjust the various tones emitted by your Diverse 2010 base station and your handset.

To adjust the ringer volume in the handset.

There are six levels: 1 = low, 6 = high. (Standard setting is 6.)

STO | JKL 5△ | 0-6

- Press the **STO** button.
- Press the **5** button. Display shows the volume level set and the ringer sounds a sample level.
- Press a button between **1-6** to set the new level. Display shows the new level and the ringer sounds that level.
- Press the **STO** button to confirm the setting.

To adjust the tone of the handset ringer
There are six levels: 1 = low, 6 = high. (Standard setting is 1.)

STO | MNO 6 | 0-6

- Press the **STO** button.
- Press the **6** button. Display shows the volume level set.
- Press a button between **1-6** to set the new level. Display shows the new level.
- Press the **STO** button to confirm the setting.

Adjusting the ear piece volume
The volume of received calls can be set to three different levels, ranging from normal to loud. (Ear piece volume can also be adjusted when not on a call but the phone must be switched ON.)

To set the volume:

STO | 0 | 1 or ABC 2 or DEF 3

- Press the **STO** button
- Press the **0** button. The current setting is displayed.
- Press **1** for normal volume.

- Press **2** for louder.

- Press **3** for loudest.

- Press the **STO** button to set the new volume.

To adjust the ringer volume in the base station

There are seven levels: 0 = off, 6 = high. (Standard setting is 6.)

(STO) [#] [★] [JKL 5] [0-6]

- Press the **STO** button.
- Press the **#** button.
- Press the ✶ button.
- Press the **5** button. Display shows the volume level set. Ringer sounds a sample level.
- Press a button between **0** (OFF) – **6** to set the new level. Display shows the new level.
- Press the **STO** button to confirm the setting.

To adjust the tone of the base station ringer

There are six levels: 1 = low, 6 = high. (Standard setting is 1.)

(STO) [#] [★] [MNO 6] [0-6]

- Press the **STO** button.
- Press the **#** button.
- Press the ✶ button.
- Press the **6** button. Display shows the volume level set.
- Press a button between **1-6** to set the new level. Display shows the new level.
- Press the **STO** button to confirm the setting.

'Confirmation' tones

Whenever you press a button on the phone you will hear a confirmation beep. You can turn this sound on and off (standard setting is ON).

(STO) [DEF 3] [1] [1] or [0]

- Press the **STO** button.
- Press **3** then **1**. Display shows the current setting: **1** = **ON**, **0** = **OFF**.
- Press **1** to switch the tone ON.

Or
- Press **0** to switch the tone OFF.
- Press the **STO** button to confirm the new setting.

'Wrong key' tone

When you are following a set order instruction, your Diverse handset will give a warning if you press the wrong key in the sequence. You can turn this sound on and off (the standard setting is ON).

(STO) [DEF 3] [GHI 4] [1] or [0]

- Press the **STO** button.
- Press **3** then **4**. Display shows the current setting: **1** = **ON**, **0** = **OFF**.
- Press **1** to switch the tone ON.

Or
- Press **0** to switch the tone OFF.
- Press the **STO** button to confirm the new setting.

'Settings confirmation' tone

You will hear a confirmation tone each time you successfully complete a setting. You can turn this sound on and off. (The standard setting is ON.)

[STO] [DEF 3] [PQRS 7] [1] or [0]

- Press the **STO** button.
- Press **3** then **7**. Display shows the current setting: **1 = ON**, **0 = OFF**.
- Press **1** to switch the tone ON.

Or

- Press **0** to switch the tone OFF.
- Press the **STO** button to confirm the new setting.

Battery warning tone

You will hear a tone when the batteries need to be recharged. If the batteries are already fully charged, hearing the signal means they should be replaced. You can turn this sound on and off (the standard setting is ON).

[STO] [DEF 3] [ABC 2] [1] or [0]

- Press the **STO** button.
- Press **3** then **2**. Display shows the current setting: **1 = ON**, **0 = OFF**.
- Press **1** to switch the tone ON.

Or

- Press **0** to switch the tone OFF.
- Press the **STO** button to confirm the new setting.

'Range warning' tone

If you are on a call as you reach the limit of your handset's range, you will hear a tone to warn you that you will lose the call if you move further away. You can turn this sound on and off (the standard setting is OFF).

[STO] [DEF 3] [DEF 3] [1] or [0]

- Press the **STO** button.
- Press **3** then **3** again. Display shows the current setting: **1 = ON**, **0 = OFF**.
- Press **1** to switch the tone ON.

Or

- Press **0** to switch the tone OFF.
- Press the **STO** button to confirm the new setting.

'In-range' tone

If you have taken the handset outside the phone's range – provided the handset is switched on – you will hear a tone when you come back within range. You can turn this sound on and off. (The standard setting is OFF.)

[STO] [DEF 3] [JKL 5] [1] or [0]

- Press the **STO** button.
- Press **3** then **5**. Display shows the current setting: **1 = ON**, **0 = OFF**.
- Press **1** to switch the tone ON.

Or

- Press **0** to switch the tone OFF.
- Press the **STO** button to confirm the new setting.

To reset your Diverse 2010 base station to the original settings

This will reset:
  – TONE/PULSE signalling to TONE.
  – Access code/pause to NONE.
  – Pause after the RCL key to NONE.
  – Ring assignment to group ringing.

It will also delete any new settings made for: connections to a switchboard.

This will NOT reset:
  – The system code.
  – Handset registration settings.

With the handset switched ON.

(STO) (#) (1) (LNR) (ABC 2) (JKL 5) (0)

• Press the **STO** button.
• Press the **#** button.
• Press the **1** button.
• Enter the system code.
  (Standard setting is *0000*.)
• Press the **LNR** button.
• Enter the code **2**, **5**, **0**.
• Press the **STO** button to confirm.

To reset your Diverse 2010 handset to the original settings

This will reset:
  – Ringer volume.
  – Tone.
  – Battery warning tone.
  – Range warning tone.
  – In-range tone.
  – Automatic call acceptance.
  – Confirmation tones.

It will delete:
  – Numbers stored in the speed dialling memory.
  – The last number redial memory.

This will not reset:
  – The handset PIN.
  – The handset registration.

With the handset switched ON.

(STO) (TUV 8) (MEM)

• Press the **STO** button.
• Press **8** on the keypad.
• Press the **MEM** button.
• Press the handset PIN code.
  (Standard setting is *0000*.)
• Press the **STO** button.

If you are experiencing problems, please call the Diverse Helpline on **0345 908070.**

4. Secrecy

You can use the Diverse 2010 to place your caller on hold so that they cannot hear you talking.

To obtain secrecy on an external call

(INT) (RCL)

- Press the **INT** button. Display shows your handset's internal number and you hear the internal dial tone. This allows you to talk to someone in the same room, without your caller hearing the conversation. Instead, they hear a tune.
- Press the **RCL** button to resume your telephone call with the external party.

Secrecy is not available for internal calls.

5. Call allocation

If you have registered additional handsets with your Diverse 2010 base station you can specify the way you wish the phones to ring.

Group ringing
Your Diverse 2010 will ring all handsets registered to its base whenever there is an incoming call. This is called group ringing.

Ring priority
Your Diverse 2010 can be set so that an incoming call will ring first at a preferred handset. If there is no answer, the call will revert to all other handsets. This is called ring priority.

Your Diverse 2010 is preset for group ringing.

To change between ring priority and group ringing
The handset must be switched ON.

(STO) (#) (1) (LNR) (★♩) (ABC 2) (DEF 3)

- Press the **STO** button.
- Press the **#** button.
- Press the **1** button.
- Enter the system code.
  (Standard setting is *0000.*)
- Press the **LNR** button.
- Press the **★** button.
- Press the **2** and then the **3** button. Display shows current setting.
- Press the **2** button to select RING PRIORITY.

Or
- Press the **1** button to select GROUP RINGING.
- Press the **STO** button to confirm.

To set which handset will receive ring priority

Once you have set your Diverse 2010 to ring priority mode (see above), you can select the handset you want to ring first.

STO # 1 LNR ✳♫ ABC 2

- Press the **STO** button.
- Press the **#** button.
- Press the **1** button.
- Enter the system code.
  (Standard setting *0000*.)
- Press the **LNR** button.
- Press the **✳** button.
- Press the **2** button twice.
- Press the handset number you want to ring first for all incoming calls.
- Press the **STO** button to confirm.

To set the number of rings on ring priority

You can specify the number of rings your selected handset can have before an incoming call reverts to all available handsets.
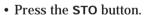
STO # 1 LNR ✳♫ MNO 6

- Press the **STO** button.
- Press the **#** button.
- Press the **1** button.
- Enter the system code.
  (Standard setting *0000*.)
- Press the **LNR** button.
- Press the **✳** button.
- Press the **6** button. Display shows the number of rings currently set.
- Press a number button between **2-9** to set the number of rings you want.
- Press the **STO** button to confirm.

To add and remove handsets that respond to group ringing

The standard setting is for all registered handsets to be set to group ringing.

STO # 1 LNR ✳♫ ABC 2 1

- Press the **STO** button.
- Press the **#** button.
- Press the **1** button.
- Enter the system code.
  (Standard setting *0000*.)
- Press the **LNR** button.
- Press the **✳** button.
- Press the **2** button.
- Press the **1** button. Display shows the number of each handset currently set to group ringing.
- Press the handset number for each handset you want to add – or press again to delete the handset from group ringing.
- Press the **STO** button to confirm.

If you are experiencing problems, please call the Diverse Helpline on **0345 908070.**

6. Call barring

Emergency Services 999 and 112 calls can still be made. From switchboards you can dial access code 9 followed by 999 or 112, **RCL** button 999 or **RCL** button 112.

To bar and cancel an individual handset from making external calls
You can lock your handset and bar all outgoing calls. Call barring prevents unauthorised use of your handset. Incoming calls are not affected.

STO | # | 1 | LNR | ★♫ | 1

- Press the **STO** button.
- Press the **#** button.
- Press the **1** button.
- Enter the system code.
  (Standard setting is *0000.*)
- Press the **LNR** button.
- Press the ✱ button.
- Press the **1** button.
- Enter the internal number of the handset you wish to control.

Either
- Press **0** to prevent the selected handset from making external calls. It can still make internal calls and external emergency calls.

Or
- Press **1** to allow the selected handset making external calls.

Then
- Press **STO** to confirm.

If you are using the Diverse Executive Handset please refer to that user guide

To store your own 'special numbers'
Before call barring has been set, you can add up to four special numbers, each up to 16 digits long. You can do this from any handset.

STO | # | ABC 2 | JKL 5 | LNR

- Press the **STO** button.
- Press the **#** button.
- Press the **2** button.
- Press the **5** button.
- Enter the system code (default *0000*).
- Each time you press the **LNR** button, the display shows the four memories for your emergency number *1 –*, *2 –*, *3 –*, *4 –*, Select the one you want.

- Enter your emergency number.
- Press the **STO** button to confirm. You hear a confirmation beep.

You can overwrite each number by repeating these steps.

To cancel your own 'special numbers'

STO | # | ABC 2 | PQRS 7

- Press the **STO** button.
- Press the **#** button.
- Press the **2** button.
- Press the **7** button.
- Enter the system code (default *0000*).
- Press the **STO** button.

My Emergency numbers are

1 _____

2 _____

3 _____

4 _____

Using your Diverse 2010 with a switchboard

Your Diverse 2010 can be connected to all compatible switchboards. For a list of suitable switchboards, phone the Diverse Helpline on **0345 908070**.

Entering access codes

When you use your telephone on a switchboard you may need to program a delay for switching calls through to external lines. You can set this delay to be inserted automatically when you dial the switchboard access number, before the remainder of the number is dialled. For example, if your switchboard access number is 9, when you set your access delay to 9 the pause before dialling would happen automatically every time you dial 9 as a first digit. This allows your switchboard enough time to allocate you an outside line.

Access codes can be up to three digits long (select your codes from any number between **1** and **9**, plus ✳ and **#** buttons).

Your Diverse 2010 can store up to three switchboard access codes.

To insert an access code
The handset must be switched ON.

STO   #   0   LNR   WXYZ 9

- Press the **STO** button.
- Press the **#** button.
- Press the **0** button.
- Enter the system code. (Standard setting is *0000.*)
- Press the **LNR** button (you need to press the **LNR** button twice for a satellite PBX system).
- Enter the access code you want to use (for example '**9**'). If you want to enter additional access codes, press the **LNR** button again, followed by the next code, and so on.
- Press the **STO** button to confirm.

> **Notes:**
> *You can enter up to three switchboard access codes. You may find it useful to enter* **144** *(for BT Chargecard access) as one of the access codes, together with an access pause of six seconds – see 'Setting the access pause' on the following page.*

Setting the access pause

You can change the length of a pause before the dial tone commences. The standard setting is for a three second pause.

CODE	PAUSE
024	1 second
025	2 second
020	3 second
021	6 second
253	to clear all access codes

The handset must be switched ON.

- Press the **STO** button.
- Press **#** button.
- Press the **1** button.
- Enter the system code.
  (Standard setting is *0000.*)
- Press the **LNR** button.
- Enter one of the three digit codes above to set the length of pause you want.
- Press the **STO** button to confirm.

If you are experiencing problems, please call the Diverse Helpline on **0345 908070** *or BT on* **154.**

Registering a new Diverse 2000 Additional Handset with the base station

Up to six handsets can be registered and operated from the Diverse 2010 base station. The system allows you to make internal intercom calls between two handsets while a third is making an external call.

Each additional handset you purchase must be registered at the base station.

Diverse handsets	Item Code
Diverse 2000 Additional Handset	*– 871171.*
Diverse 2000 Executive Handset	*– 871172.*
Diverse 2000 Charger	*– 871173.*

Please note – Diverse 2000 handsets will not work on Diverse 1000 base stations.

Diverse 2000 Handsets are only compatible with Diverse 2000 Chargers.

If you are registering a Diverse 2000 Executive Handset follow the instructions in the Diverse 2000 Executive Handset user guide.

To register a handset
The handset must be switched OFF.

At the base station:

• Press and hold down the grey paging button until you hear the continuous beeps (after about 10-15 seconds).

You now have up to 1 minute to register the handset, during which the beeps will continue.

At the handset:

• Press and hold down the **1** button together with the **PWR** button until the display shows *1* – and flashing ⏻ .
• Enter the 4 digit system code (default *0000*).
• Press the **#** button. The beeps stop after about 10 seconds, and the display shows all the available handset numbers.
• Select and enter one of these numbers. This is now the handset's internal number and it is registered with the base station.

To remove a handset registered at the base station
These steps can be taken from any registered handset.

- Press the **STO** button.
- Press the **#** button.
- Press the **7** then **2**.
- Enter the system code (default *0000*).
- Display shows all handsets registered at the base.
- Enter the internal number of the handset to be removed. It disappears from the display. If you enter the wrong number, press it again to reinstate it.
- Press the **STO** button to confirm.

If you are experiencing problems, please call the Diverse Helpline on **0345 908070**.

Operating with additional base stations

It is possible to build your Diverse 2010 into a much larger phone system with the addition of up to 3 extra base stations.

When planning to use a handset at more than one base station, it is recommended that you:

- Assign a number to each base station, from 1 to 4.
- Number each handset (1 to 6) registered at each base station.
- Register the handsets at base station 2 (and 3 and 4 if used) in the same order as used for base station 1.
- Activate the display of the base station. numbers on each handset, as shown on the next page.

If you move out of range of the displayed base station, and within range of another base station, your radio link will be automatically set up (provided your handset has been registered with the new base station.)
If, however, you move out of range of the displayed base station, and within range of another base station during a call you will lose your call connection.

The handset display shows you if the handset is located within range of a registered base station. If the ☼ symbol flashes continuously, it means the handset is not within range of a registered base station. If the ☼ symbol is not flashing, you are in range.

How to set up multiple base stations and handsets

To register additional Diverse 2010 handsets at more than one base station
You can use up to six handsets on each Diverse base station and up to four base stations with your Diverse handset, to build up a comprehensive and easy to use cordless telephone system.

The handset supplied with your first base station is already registered as handset 1 and your first base station is base station 1.

The handset you wish to register onto another base station must be turned OFF, before proceeding to register the handset.

This procedure may vary if you are linking to a Diverse 2-Line or Diverse ISDN. Please refer to the user guides for these base stations for the correct procedure.

At the base station:

- Press and hold down the **GREY** paging button until you hear the beeps (after about 10 seconds).

You now have up to 1 minute to register the handset, during which the beeps will continue.

At the handset:

- Press and hold down the **2** button (or **3** or **4**), to allocate a number to the new base station.
- At the same time, hold down the **PWR** button until the display shows.

- Enter the system code. (Standard setting *0000*.)
- Press the **#** button. The beeps stop after a few seconds, and the display shows all available handset numbers.

- Enter the single digit handset number – from **2** to **6** – for the additional handset. It is now registered.

If six handsets are already registered with the base, three dashes will appear in the display after you enter the system code.

To set/clear the base station number display from a handset

The standard setting is for the handset not to show the number of the base station to which it is registered. If your handset is connected to more than one base we recommend that you activate this display.

- Press the **STO** button.
- Press the **3** button, then **6**. The current setting is displayed.
- Press the **1** button to display the base station number.

Or

- Press the **0** button if you do not want to display the base number.
- Press **STO** to confirm.

To set your handset for automatic base selection

If you are moving around, and likely to lose contact with your base station, your handset can be made to automatically switch to the best available base station. This means that if you are in an area where the signals of two base stations overlap, your handset will select the strongest signal.

Please note that you cannot move between base stations whilst a call is in progress. If you attempt to do so, your will lose your connection.

The handset must be switched ON.

$$(STO) \quad (INT) \quad [0_\triangleleft]$$

- Press the **STO** button.
- Press the **INT** button. Display shows the numbers of the base stations at which the handset is registered.
- Press the **0** button to set automatic selection.
- Press the **STO** button to confirm. The handset will now select the base offering the strongest signal. Display can show the base station selected (see previous section 'To set/clear the base station number display').

If you are in an area where base station signals overlap it is best to specify the base/telephone line you operate through. In this case you change automatic base selection to manual selection (with an automatic search default), see opposite.

To set your handset for manual base selection (with an automatic search default)

This setting tells your handset to search for a specific base signal for 30 seconds. If the signal can not be found, the handset reverts to automatic selection of the base with the best signal. This setting is recommended where there is an overlap between two or three base stations.

The handset must be switched ON.

$$(STO) \quad (INT) \quad [1] \quad [^{GHI}_4]$$

- Press the **STO** button.
- Press the **INT** button. Display shows the numbers of the base stations at which the handset is registered.
- Press the number of the base (from **1** to **4**) through which you wish to make calls.
- Press the same number again. This tells the handset to revert to automatic search if the chosen base is unavailable.
- Press **STO** to confirm.

If you do not wish to allow the handset to revert to automatic signal selection press the base station number just once. This will mean that the handset can only operate through the base you select.

If you move out of range from one base station and into the range of another during a call, you will lose your connection.

If your handset is taken out of range, switch it off, move back into base station range, and then switch on again. This will speed up re-registration to the base signal.

Maintenance

General cleaning
Simply clean the handset and base station with a damp (not wet) cloth or antistatic wipe. Never use a dry cloth as this may cause a static shock. Never spray cleaning fluid directly onto the telephone.

Service

Within the warranty period
If you experience a problem with your Diverse 2010 base station or handset you should contact the Diverse Helpline on **0345 908070**. Calls are charged at local rates. If the problem is not remedied, you will be advised to contact your original point of purchase.

Some suppliers offer extended warranty schemes for cover outside the initial 12-month period. Please ask them for details.

Outside the warranty period
If your Diverse 2010 needs repair after the warranty period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you call the Diverse Helpline on **0345 908070** and ask for details of our recommended repair agents.

If you have to return your Diverse 2010

Pack the base station and handset securely, preferably in the original packing. All parts must be returned, including line cords, power supply unit and original batteries. We cannot take responsibility for goods damaged in transit.

Help

Your Diverse 2010 has been designed to be easy to use. If you should experience a problem, please check the following points before calling the Diverse Helpdesk.

Emergency calls
The emergency services can be contacted in the UK by dialling **999***, or* **112** *in any country that is a member of the European Community.*

If your Diverse 2010 is connected to a switchboard, you may have to dial an access number before **999** *to contact the emergency services. Some switchboards cannot dial out during a power failure.*

Fully charged batteries do not indicate full power when put into a handset
When you replace handset batteries with ones that have been fully charged, the battery indicator will not show full until the next charge cycle has been completed. Charge the handset until the batteries register full again. From then on the display will be correct.

Battery performance
After charging your Diverse 2010 for the first time, subsequent charging time for the handset batteries is approximately 4-5 hours. Batteries and case may become warm during charging. This is normal and not dangerous.

Under ideal conditions, the handset batteries should give about 7 hours talktime or 60 hours standby on a single charge (both standby and talk time is reduced for the Diverse 2000 Executive Handset to approximately 50 hours standby and 6 hours talktime). However, new NiCad batteries do not reach their full capacity until they have been in normal use for several days.

Please note that the lifespan of NiCad rechargeable batteries depends on how heavily they are used. However, over time, their capacity to recharge will begin to diminish and they will eventually need replacing.

Replacing handset batteries
After a time, you may find that the handset batteries are running out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.

Use **only** *AA size, approved rechargeable batteries in the handset. Any other types may cause irreparable damage. Never use conventional alkaline batteries. For a list of approved batteries, see page 5. Batteries are available from the Diverse Helpline on* **0345 908070** *or your local BT shop.*

Do not immerse batteries in water or throw them into fire, or dispose of them with ordinary domestic refuse. To charge the batteries place the handset on its base station.

Recommended batteries should have a power rating of 600m Ah 1.2V. Batteries are available from the Diverse Helpline **0345 908070** and your local BT shop.

BT accepts no responsibility for damage caused to your Diverse 2010 handset by the use of non-approved batteries.

No display appears
Is the handset switched on? The battery may be flat or dead. Recharge or replace the battery.

No dial tone
Is the telephone line cord plugged into the phone socket and the base station?

If other handsets are registered on the base, the outside line may already be in use. Wait until the call is finished and try again.

The ⏻ symbol is flashing or you cannot link up with the base station
Is the handset registered with the base station? To register the handset, see page 26. Is the power cable connected at the base and the power switched on at the wall socket?

If you press the **PHONE** button whilst ⏻ is flashing, you will hear four short beeps from the handset.

Please note:
If you go out of range of a base station for a long time while your handset is switched ON, it may take more than 20 minutes to 'find' the base station again when you come back within range. However, by simply switching the handset OFF for a moment, and then ON again, it will find the base station within a few seconds.

The base station or handset does not ring
The ringer volume may be set too low, or switched off at the base station. To adjust the ringer volume at the handset or base station, see pages 17 or 18 respectively.
Is the telephone line cord connected correctly? See page 6.

Can't get through, even though a dialling tone can be heard
You may be set to the wrong signalling method. To change between TONE and PULSE dialling, see '*Additional features*', page 15.

When connected to a switchboard

You can't get a connection or you get the wrong connection after speed dialling
Have you entered a pause after the access code? See page 24.

Check you have selected the correct dialling mode. See page 15.

Handset beeps
Are the handset batteries low? You will hear a beep every 30 seconds.

If ⏻ is flashing?
You will hear four short beeps when you press the **PHONE** button. Check you are still in range of your base station.

Buzzing noise on my Radio/TV/Answering Machine/PC
Diverse is too close and is causing interference. Move it further away.

If you are still experiencing difficulty, please call the Diverse Helpline on **0345 908070**.

Technical information

Environment

Your Diverse 2010 should be kept free of dust, moisture, high temperature, vibration and should not be exposed to direct sunlight. Do not stand it on carpets or other surfaces which generate fibres or place it in locations which prevent the free flow of air over its surfaces.

Warning

The apparatus is only designed to be operated in a normal office or domestic environment where the relative humidity does not exceed 75%. It should not be used in bathrooms or near water.

If the power fails

This equipment is not designed for making emergency calls when the power fails. Alternative arrangements should be made for access to emergency services.

How many phones can you have?

All items of telephone equipment have a Ringer Equivalence Number (**REN**), which is used to calculate the number of items that may be connected to any one telephone line. The Diverse 2010 has a REN of 1. Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise. A total REN of 4 is allowed. (For example: if Diverse 2010 is used in conjunction with three extension telephones, each with a REN of 1, the total REN is 4.)

Approval

Connection to the BT telephone network. Diverse 2010 is fully approved for connection to the BT network provided it is used according to the instructions in this guide. The telephone lines must provide Loop Disconnect (Pulse) or Multi-frequency (Touch Tone) dialling capabilities.

It may be connected to Direct Exchange Lines and switchboards (PBXs) with new plan (plug and socket) arrangements. It may not be connected to shared service (party line) installations.

Connecting to switchboards. Diverse 2010 is only approved for use with a compatible switchboard including those which do not provide secondary proceed indication. If you would like a list of suitable switchboards, contact BT on **154** or Diverse Helpline on **0345 908070**. If you do have a compatible switchboard, it cannot be guaranteed that the telephone will operate correctly under all possible conditions of connection. If you have any difficulties, contact BT on **154** or the Diverse Helpline on **0345 908070**.

Generally Diverse 2010 can be connected to any switchboard where a simple modern telephone can be used to make and receive calls. Diverse 2010 is suitable for connection to switchboards which return secondary proceed indication.

Technical specification

Standard	DECT, GAP
Number of channels	120 duplex channels
Radio frequency range	1880 MHz to 1900 MHz
Duplex method	Time-division multiplexing. 10 ms frame length
Channel grid	1728 kHz
Bit rate	1152 kbit/s
Modulation	GFSK
Voice coding	32 kbit/s
Transmitted power	10 mW, average output per channel
Range (in ideal conditions)	UP TO 300 METERS OUTDOORS UP TO 50 METERS IN BUILDINGS
Power supply	Base station 220/230 V –/ 50 Hz (AC adaptor)
Power consumption base station	Standby: approx. 3 W Call mode: approx. 5 W
Operating time, mobile station (with fully charged battery)	Standby: up to 40 hours Phone in use: Up to 7 hours
Permitted ambient conditions for operation (maximum)	+5˚C to 45˚C 20% to 75% rel. humidity
Permitted storage temperature	–10˚C to +60˚C
Signaling method	Dial pulsing/DTMF
Signal key function	Earth Recall/Timed Break Recall
Base station dimensions (mm)	Approx. 146 x 117 x 70 (L x W x H)
Handset dimensions (mm)	Approx. 160 x 55 x 25 (L x W x H)
Weight	Base station: 210g Mobile station: 165g
Charging time in base station	Approx. 5 hours
Cable lengths	Telephone line approx. 3m Power cable approx. 3m
Connecting plug	BT-plug TSV 6/4 (telephone line cord) TSV 6/4 (power cable) BT-plug (power adaptor)

Index

BT

Offices in Europe, North America, Japan and Asia Pacific.

CE

CE compliant to 89/336/EEC (EMC Directive) & 73/23/EEC (Low Voltage Directive)

APPROVED for connection to telecommunication systems specified in the instructions for use subject to the conditions set out in them

504116